

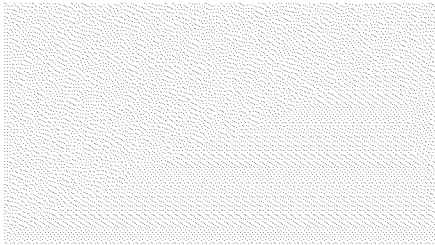


15 October 2010

File No. 502906

**BY E-MAIL**

s.19(1)



Dear 

**Re: Your complaint regarding Telco Quadro Communications service**

Thank you for your correspondence regarding the Internet service changes proposed by Telco Quadro Communications (Quadro).

Commission staff has reviewed the information that you provided as well as the information available on Quadro's web page. In staff's opinion, the changes proposed by Quadro do not conflict with the Commission's determinations with respect to Internet traffic management practices. These determinations are detailed in Telecom Regulatory Policy 2009-657, Review of the Internet traffic management practices of Internet service providers, 21 October 2009, which you may consult for further detail.

If you have further information relating to these issues which might change this situation, please do not hesitate to re-submit your complaint.

Yours sincerely

***'Original signed by P. Owens'***

Patrick Owens  
Senior Analyst

Canada